

2015

BOXXER™ RC

Service Manual



SRAM LLC WARRANTY

EXTENT OF LIMITED WARRANTY

Except as otherwise set forth herein, SRAM warrants its products to be free from defects in materials or workmanship for a period of two years after original purchase. This warranty only applies to the original owner and is not transferable. Claims under this warranty must be made through the retailer where the bicycle or the SRAM component was purchased. Original proof of purchase is required.

Except as described herein, SRAM makes no other warranties, guarantees, or representations of any type (express or implied), and all warranties (including any implied warranties of reasonable care, merchantability, or fitness for a particular purpose) are hereby disclaimed.

LOCAL LAW

This warranty statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state (USA), from province to province (Canada), and from country to country elsewhere in the world.

To the extent that this warranty statement is inconsistent with the local law, this warranty shall be deemed modified to be consistent with such law, under such local law, certain disclaimers and limitations of this warranty statement may apply to the customer. For example, some states in the United States of America, as well as some governments outside of the United States (including provinces in Canada) may:

- a. Preclude the disclaimers and limitations of this warranty statement from limiting the statutory rights of the consumer (e.g. United Kingdom).
- b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations.

For Australian customers:

This SRAM limited warranty is provided in Australia by SRAM LLC, 1333 North Kingsbury, 4th floor, Chicago, Illinois, 60642, USA. To make a warranty claim please contact the retailer from whom you purchased this SRAM product. Alternatively, you may make a claim by contacting SRAM Australia, 6 Marco Court, Rowville 3178, Australia. For valid claims SRAM will, at its option, either repair or replace your SRAM product. Any expenses incurred in making the warranty claim are your responsibility. The benefits given by this warranty are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIMITATIONS OF LIABILITY

To the extent allowed by local law, except for the obligations specifically set forth in this warranty statement, in no event shall SRAM or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages.

LIMITATIONS OF WARRANTY

This warranty does not apply to products that have been incorrectly installed and/or adjusted according to the respective SRAM user manual. The SRAM user manuals can be found online at sram.com, rockshox.com, avidbike.com, truvativ.com, or zipp.com.

This warranty does not apply to damage to the product caused by a crash, impact, abuse of the product, non-compliance with manufacturers specifications of usage or any other circumstances in which the product has been subjected to forces or loads beyond its design.

This warranty does not apply when the product has been modified, including, but not limited to any attempt to open or repair any electronic and electronic related components, including the motor, controller, battery packs, wiring harnesses, switches, and chargers.

This warranty does not apply when the serial number or production code has been deliberately altered, defaced or removed.

This warranty does not apply to normal wear and tear. Wear and tear parts are subject to damage as a result of normal use, failure to service according to SRAM recommendations and/or riding or installation in conditions or applications other than recommended.

Wear and tear parts are identified as:

• Dust seals	• Stripped threads/bolts (aluminium, titanium, magnesium or steel)	• Handlebar grips	• Spokes
• Bushings	• Brake sleeves	• Shifter grips	• Free hubs
• Air sealing o-rings	• Brake pads	• Jockey wheels	• Aero bar pads
• Glide rings	• Chains	• Disc brake rotors	• Corrosion
• Rubber moving parts	• Sprockets	• Wheel braking surfaces	• Tools
• Foam rings	• Cassettes	• Bottomout pads	• Motors
• Rear shock mounting hardware and main seals	• Shifter and brake cables (inner and outer)	• Bearings	• Batteries
• Upper tubes (stanchions)		• Bearing races	
		• Pawls	
		• Transmission gears	

Notwithstanding anything else set forth herein, this warranty is limited to one year for all electronic and electronic related components including motors, controllers, battery packs, wiring harnesses, switches, and chargers. The battery pack and charger warranty does not include damage from power surges, use of improper charger, improper maintenance, or such other misuse.

This warranty shall not cover damages caused by the use of parts of different manufacturers.

This warranty shall not cover damages caused by the use of parts that are not compatible, suitable and/or authorised by SRAM for use with SRAM components.

This warranty shall not cover damages resulting from commercial (rental) use.

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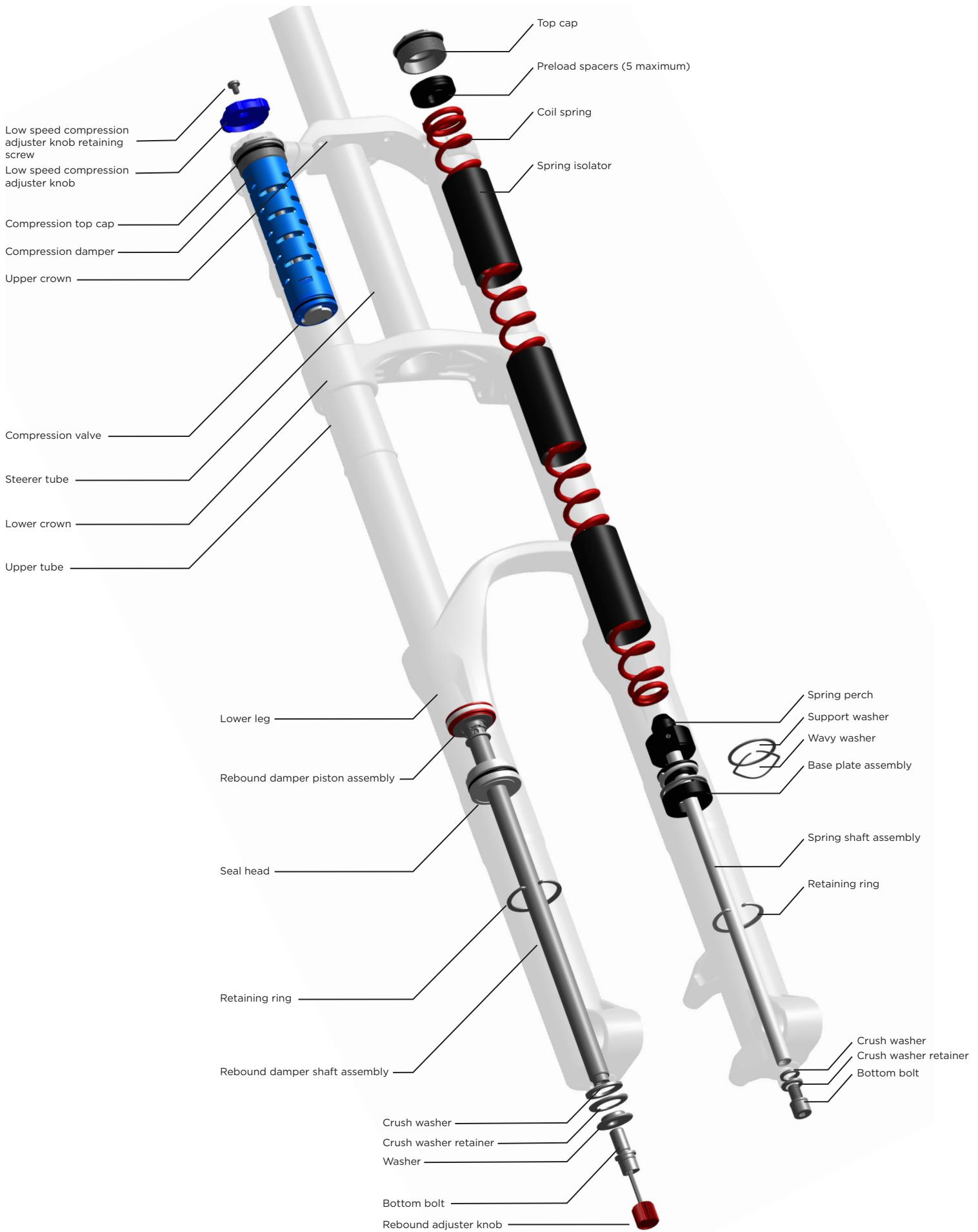


SAFETY FIRST!

We care about YOU. Please, always wear your safety glasses and protective gloves when servicing RockShox® products.

Protect yourself! Wear your safety gear!

BoXXer™ RC Exploded View



RockShox® Suspension Service

We recommend that you have your RockShox suspension serviced by a qualified bicycle mechanic. Servicing RockShox suspension requires knowledge of suspension components as well as the special tools and fluids used for service.

For exploded diagram and part number information, please refer to the Spare Parts Catalog available on our website at sram.com/service. For order information, please contact your local SRAM® distributor or dealer.

Information contained in this publication is subject to change at any time without prior notice. For the latest technical information, please visit our website at sram.com/service.

Your product's appearance may differ from the pictures contained in this publication.

Parts and Tools Needed for Service

- Safety glasses
- Nitrile gloves
- Apron
- Clean, lint-free rags
- Oil pan
- Isopropyl alcohol
- Bicycle stand
- Bench vise with aluminum soft jaws
- RockShox 5wt suspension fluid
- RockShox 0w-30 suspension fluid
- SRAM Butter grease
- Liquid O-Ring® PM600 military grease
- Shock pump
- 35 mm seal installation tool
- Diagonal cutter (26")
- Schrader valve core tool
- 2, 2.5, 4, 5, and 6 mm hex wrenches
- 2, 2.5, 4, 5, and 6 mm hex bit sockets
- 24 mm socket wrench
- Torque wrench
- Needle-nose pliers
- Large internal snap ring pliers
- Pick
- Long plastic or wooden dowel
- Ruler
- Cable tie (26")
- Heat gun or hair dryer
- Downhill tire lever
- Plastic mallet
- Flat head screwdriver

SAFETY INSTRUCTIONS

Always wear nitrile gloves when working with suspension fluid and bicycle grease.

Place an oil pan on the floor underneath the area where you will be working on the fork.

Record your Settings

Use the charts below to record your BoXXer™ fork settings to return your fork to its pre-service settings.

Service date - helps you keep track of service intervals.	
Dual Crown height - measure the distance from the top of the upper tube to the top of the lower crown (see figure in Step 1).	
Rebound setting - count the number of clicks while turning the rebound adjuster fully counter-clockwise.	
Compression setting - count the number of clicks while turning the compression adjuster fully counter-clockwise.	

Service Interval Information

Maintenance	Interval (hours)
Clean dirt and debris from upper tubes	Every ride
Inspect upper tubes for scratches	Every ride
Check front suspension fasteners for proper torque	25
Remove lowers, clean/inspect bushings and change oil bath	50
Clean and lubricate coil spring assembly	100
Change oil in damping system	100

BoXXer Torque Chart

Part	Tool	Torque
Maxle Lite DH™ (non-drive side)	6 mm hex bit socket	8 clicks or 3.4 N•m (30 in-lb)
Maxle Lite DH (drive side)	6 mm hex bit socket	5.7 N•m (50 in-lb)
Crown bolts	4 mm hex bit socket	5 N•m (44 in-lb)
Bottom bolts	5 mm hex bit socket	7.3 N•m (65 in-lb)
Top caps	24 mm socket	7.3 N•m (65 in-lb)

BoXXer Oil Volume

Part	Oil Weight	Volume (mL)
Drive side lower leg	0w-30	10
Non-drive side lower leg		20
Drive side upper tube	5wt	290
Non-drive side upper tube	Liquid O-Ring® PM600 military grease	

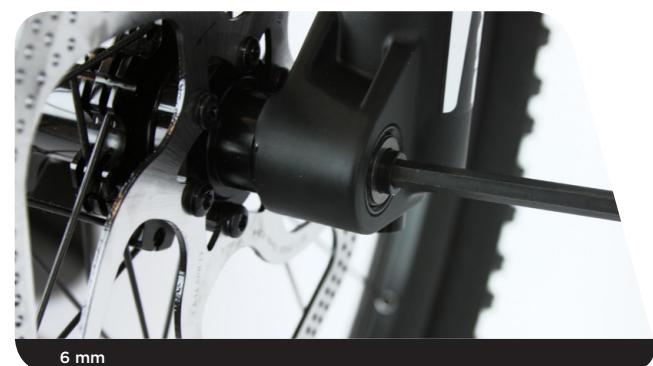
Fork Removal

We recommend the following steps to remove your BoXXer™ fork from the bicycle. Removing the fork from the bicycle provides easy access to internal components and is more convenient than working around a complete bicycle.

- 1 To assist you with post-service assembly, record the distance from the top of the upper tube to the top of the lower crown.



- 2 Use a 6 mm hex wrench to loosen the non-drive side bolt of the Maxle Lite DH™ until detent clicks are no longer felt.



- 3 Use a 6 mm hex wrench to remove the Maxle Lite DH from the drive side of the fork. Pull the wheel down to remove it from the fork.



- 4 **27.5" forks:** Use a 2.5 mm hex wrench to remove the brake hose from the hose brace on the fork arch.

26" forks: Use a diagonal cutter to cut the cable tie holding the brake hose to the fork arch.

Remove the brake caliper according to the brake manufacturer's instructions.



5 Use a 4 mm hex wrench to loosen the four lower crown and two upper crown pinch bolts clamping the upper tubes.

Do not loosen the steerer tube clamping bolt located on the upper crown.



6 Slide the upper tubes down so they clear the upper crown. Leave enough clearance between the upper tube and upper crown to remove the frame bumpers.

Use a 4 mm hex wrench to tighten one of the lower crown bolts to temporarily hold the tubes in place while you remove the frame bumpers.



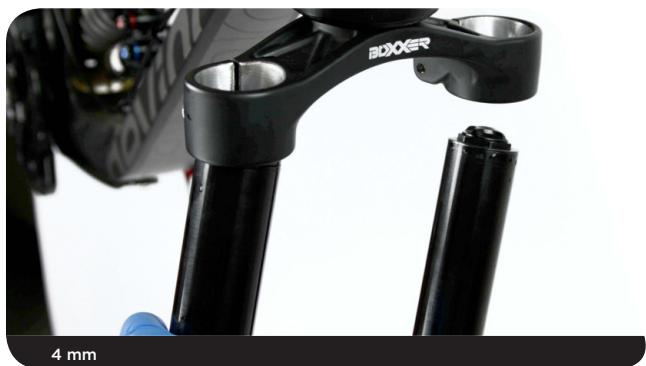
7 Use your thumb to pry the thickest section of each frame bumper away from the upper tube. Spray isopropyl alcohol or water between each bumper and upper tube. Twist the frame bumpers back and forth until they are loose on the upper tubes.

Remove the frame bumpers from the upper tubes.



8 Use a 4 mm hex wrench to loosen the lower crown bolt. Slide the tubes through the lower crown and remove the fork from the bicycle.

Spray isopropyl alcohol on the upper tubes and crown clamping surface and clean them with a rag.



Lower Leg Removal

1 Clamp the non-drive side upper tube into a bicycle stand.



2 Use a 5 mm hex wrench to loosen the non-drive side bottom bolt 3 to 4 turns.



3 Place an oil pan beneath the fork to catch any draining fluid. Use a plastic mallet to firmly strike the non-drive side bottom bolt to dislodge the air shaft from the lower leg.

Use a 5 mm hex wrench to remove the bottom bolt from the lower leg.



4 Firmly pull the lower leg downward until fluid begins to drain. Continue pulling downward to remove the lower leg from the non-drive side upper tube.

If the lower leg does not slide off of the upper tube, then the press-fit of the shaft to the lower leg may still be engaged. Reinstall the bottom bolt 2 to 3 turns and repeat steps 2-4.

NOTICE

Do not hit the fork arch with any tool when removing the lower leg as this could damage the lower leg.



5 Clamp the drive side upper tube into a bicycle stand.



6 Remove the rebound adjuster knob located at the bottom of the drive side lower leg.



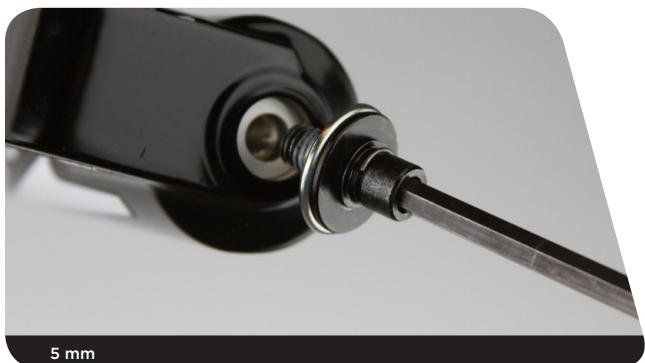
7 Use a 5 mm hex wrench to loosen the drive side bottom bolt 3 to 4 turns.



8 Place an oil pan beneath the fork to catch any draining fluid.
Use a plastic mallet to firmly strike the drive side bottom bolt to dislodge the rebound damper shaft from the lower leg.

Use a 5 mm hex wrench to remove the bottom bolt from the lower leg.

Do not dislodge the silver casting plug from the drive side lower leg.



9 Firmly pull the lower leg downward until fluid begins to drain.
Continue pulling downward to remove the lower leg from the fork.

If the lower leg does not slide off of the upper tube, then the press-fit of the shaft to the lower leg may still be engaged.
Reinstall the bottom bolt 2 to 3 turns and repeat steps 7-10.

NOTICE

Do not hit the fork arch with any tool when removing the lower leg as this could damage the fork.

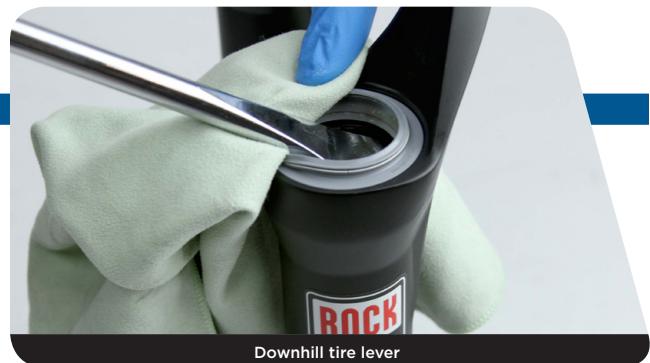


Lower Leg Seal Service

1 Place a rag on top of the dust wiper seal. Insert the tip of a downhill tire lever underneath the lower lip of the lower black oil seal located above the upper bushing.

NOTICE

If using a flat head screwdriver, make sure it has a round shaft. A screwdriver with a square shaft will damage the lower leg.



Downhill tire lever

2 Stabilize the lower leg on a bench top or on the floor. Press down on the downhill tire lever handle to remove both seals at the same time. Repeat on the other side.

NOTICE

Keep the lower leg assembly stable. Do not allow the lower leg to twist in opposite directions, compress toward each other, or be pulled apart. This will damage the lower leg.

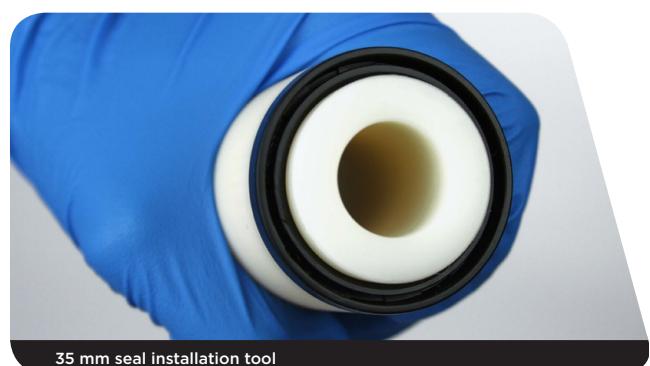


3 Spray isopropyl alcohol on the inside and outside of the lower leg and clean it with a rag.

Wrap a rag around a long dowel and insert it into each lower leg to clean the inside.



4 Position the new lower oil seal, with the grooved side visible, onto the stepped side of a 35 mm seal installation tool.



35 mm seal installation tool

5 Hold the lower leg firmly and use the seal installation tool to push the lower oil seal evenly into the leg until the bottom surface of the seal is flush with the bottom of the seal pocket.



6 Remove the wire spring from the new dust wiper seal and set the spring aside.

Insert the narrow end of the new dust wiper seal into the recessed end of the 35 mm seal installation tool.



7 Hold the lower leg firmly and use the seal installation tool to push the dust wiper seal evenly into the lower leg until the seal surface is flush with the top of the lower leg surface.

Reinstall the wire spring onto the dust wiper seal.

Repeat on the other side.



NOTICE

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray isopropyl alcohol on each part and clean with a rag. Apply grease to the new seal or o-ring

1 Clamp the non-drive side upper tube into a bicycle stand.

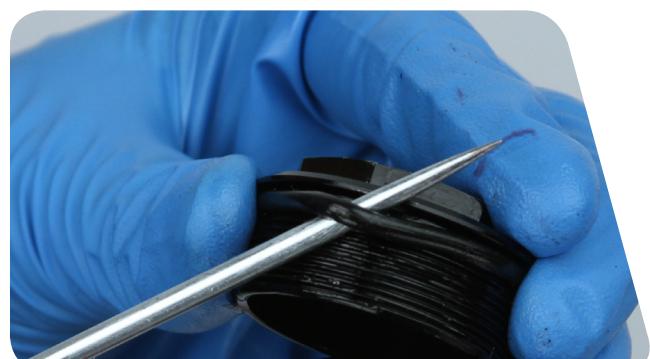


2 Use a 24 mm socket to remove the top cap.

Spray isopropyl alcohol on the upper tube threads and clean the threads with a rag.



3 Use your fingers or a pick to remove the top cap o-ring. Use your fingers to install a new o-ring.



4 Use your fingers to remove the preload spacer(s). Pull the coil spring from the upper tube.
Spray isopropyl alcohol on the preload spacer(s), coil spring, and upper tube threads and clean them with a rag.

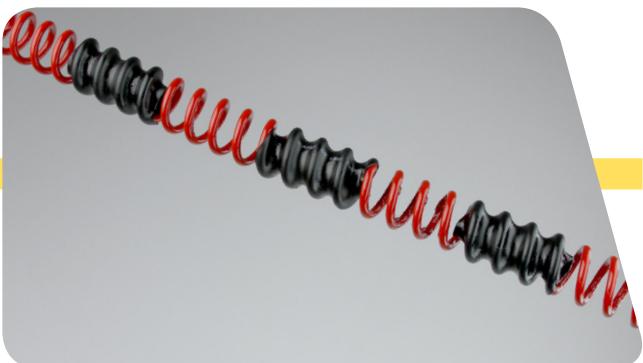


5 Verify the three isolators are evenly spaced along the coil spring with approximately 50 mm of exposed coil at each end.

To reposition an isolator, thread it along the coil by hand. Use a heat gun or hair dryer to shrink and secure the isolator in its position. Gradually heat the isolator until it emits a vapor.

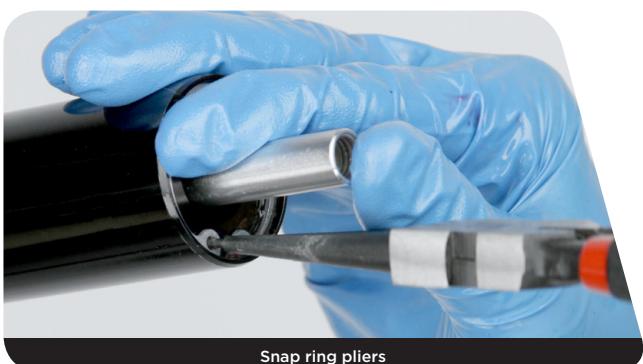
⚠ CAUTION - BURN HAZARD

Do not get the heat gun or hair dryer too close to the isolator. Failure to do so may result in a burn hole in the isolator. Allow the isolator to cool down before handling. Failure to do so may result in burns.



6 Place the tips of large internal snap ring pliers into the eyelets of the retaining ring. Press firmly on the pliers to push the base plate into the upper tube enough to compress and remove the retaining ring.

Slide the retaining ring onto your finger and release the spring shaft.



Snap ring pliers

7 Remove the spring shaft assembly from the upper tube.



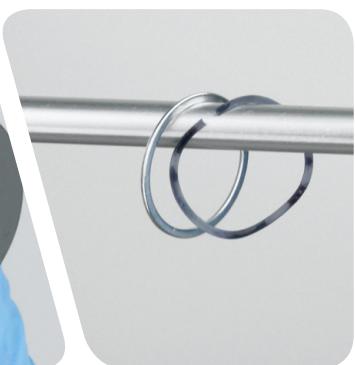
8 Spray isopropyl alcohol on the inside and outside of the upper tube and clean it with a rag.

Wrap a rag around a long dowel and insert it into the upper tube to clean inside the upper tube.



9 Remove the base plate assembly, wavy washer and support washer from the spring shaft.

Spray isopropyl alcohol on the spring shaft, spring perch and base plate assembly and clean them with a rag.



Coil Spring Installation

1 Install a new support washer and a new wavy washer on the spring shaft so that the support washer is closest to the spring perch.

Install the base plate assembly onto the spring shaft so that the small top out spring is oriented toward the spring perch.



2 Firmly push the spring shaft assembly into the bottom of the upper tube until the retaining ring groove is visible.



3 Place the tips of large internal snap ring pliers into the eyelets of the retaining ring and install the retaining ring into the groove.

Check that the retaining ring is properly seated in the retaining ring groove by using the snap ring pliers to rotate the retaining ring and seal head back and forth a few times, then firmly pull down on the spring shaft.

Retaining rings have a sharper-edged side and a rounder-edged side. Installing retaining rings with the sharper-edged side facing the tool will allow for easier installation and removal.



4 Apply a generous amount of Liquid O-Ring® PM600 military grease to the coil spring.

Use a measuring device to identify the end of the coil spring with a smaller diameter.

Install the smaller end of the coil spring into the top of the upper tube.

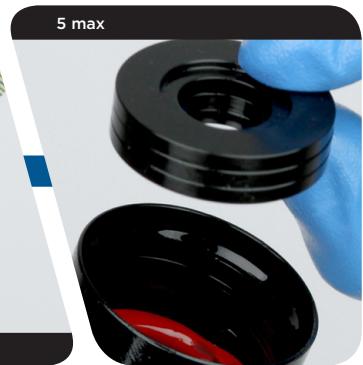
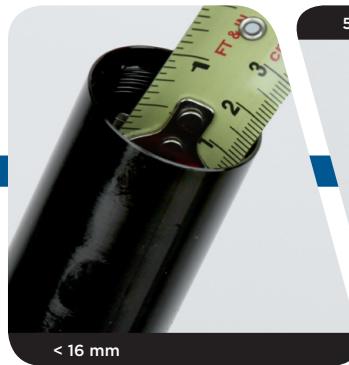


5 Use a measuring device to measure the distance from the top of the coil spring to the top of the upper tube. The distance should be less than 16 mm.

Add up to five preload spacers to achieve a distance of 16 mm or your desired preload setting.

NOTICE

Installing more than five preload spacers into the upper tube will cause damage to your fork.



6 Insert the top cap into the top of the upper tube.

Use a torque wrench with a 24 mm socket to tighten the top cap to 7.3 N·m (65 in-lb).



Damper Service

Compression Damper Removal

NOTICE

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray isopropyl alcohol on each part and clean with a rag. Apply SRAM® Butter to the new seal or o-ring.

- 1 Clamp the drive side upper tube into a bicycle stand.



- 2 Use a 2 mm hex wrench to remove the low speed compression adjuster knob retaining screw. Remove the low speed compression adjuster knob.



- 3 Use a 24 mm socket to loosen the compression top cap. Remove the compression damper from the upper tube.

Clean the upper tube threads with a rag.



4 Use your fingers or a pick to remove the compression top cap o-ring. Install a new compression top cap o-ring.



5 Use your fingers or a pick to remove the compression damper piston o-ring. Install a new o-ring.



Rebound Damper Removal

- Pour the suspension fluid into an oil pan.

Place your finger over the end of the rebound damper shaft to prevent it from getting scratched while removing the retaining ring.

NOTICE

Scratches on the rebound damper shaft will allow oil to bypass the seal head into the lower leg, resulting in reduced spring performance.

Use large internal snap ring pliers to remove the retaining ring from the bottom of the upper tube.



- Remove the rebound damper shaft assembly from the upper tube.



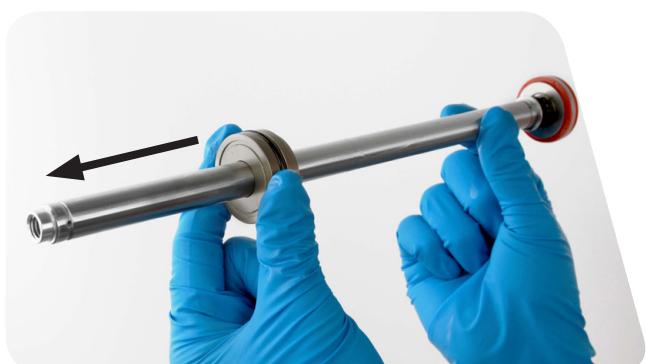
- Spray isopropyl alcohol on the inside and outside of the upper tube and clean it with a rag.

Wrap a rag around a long dowel and insert it into the upper tube to clean inside the upper tube.



- Remove the seal head from the rebound damper shaft.

Spray isopropyl alcohol on the rebound damper shaft and clean it with a rag.



5 Use your fingers or a pick to remove the outer seal head o-rings. Use a pick to pierce and remove the inner o-ring. Use your fingers to install the new o-rings.



6 Use your fingers to remove the glide ring from the rebound damper piston.

Use your fingers to install a new glide ring.



Rebound Damper Installation

1 Install the seal head on the rebound damper shaft with the narrow end facing the rebound damper piston.



2 Insert the rebound damper piston into the bottom of the upper tube at an angle with the side opposite the glide ring split entering first. Continue to angle and rotate the piston until the glide ring is in the upper tube.



3 Use your finger to push the rebound seal head into the upper tube until the retaining ring groove is visible.



4 Push the rebound damper shaft into the upper tube to prevent it from getting scratched while installing the retaining ring.

NOTICE

Scratches on the rebound damper shaft will allow oil to bypass the seal head into the lower leg, resulting in reduced performance.

Place the tips of large internal snap ring pliers into the eyelets of the retaining ring and install the retaining ring into the groove.

Check that the retaining ring is properly seated in the retaining ring groove by using the snap ring pliers to rotate the retaining ring and seal head back and forth a few times.

Retaining rings have a sharper-edged side and a rounder-edged side. Installing retaining rings with the sharper-edged side facing the tool will allow for easier installation and removal.



5 Pull the rebound damper shaft down to the fully extended position.



Compression Damper Installation

1 Pour 290 mL RockShox® 5wt suspension fluid in the drive side upper tube.

Suspension fluid volume is critical. Too much suspension fluid reduces available travel, too little suspension fluid decreases damping performance.



2 Use your fingers to turn the compression valve at the bottom of the compression damper to the open position.



3 Insert the compression damper into the upper tube. Press down and rock side to side until the damper is installed.



4 Use a torque wrench with a 24 mm socket to tighten the compression top cap to 7.3 N•m (65 in-lb).



5 Install the low speed compression adjuster knob and low speed compression adjuster knob retaining screw.

Use a torque wrench with a 2 mm hex bit socket to tighten the low compression adjuster knob retaining screw to 1-1.5 N•m (8-13 in-lb).



Lower Leg Assembly

1 Spray isopropyl alcohol on the upper tubes and clean them with a rag.



2 Apply a liberal amount of SRAM® Butter to the inner surfaces of the lower oil seals and dust wiper seals.



3 Slide the upper tube with the damper into the drive side lower leg just enough to engage the upper bushing with the upper tube.

Slide the upper tube with the coil spring into the non-drive side lower leg just enough to engage the upper bushing with the upper tube.

NOTICE

Make sure both dust wiper seals slide onto the tubes without folding the outer lip of either seal.



4 Clamp the upper tube into a bicycle stand. Position the fork at a slight angle with the lower leg bolt holes oriented upward. Angle a syringe fitting in each lower leg bolt hole so the fluid will only contact the inside of the lower leg.

Inject 10 mL of RockShox® Ow-30 suspension fluid into the drive side lower leg, and 20 mL of RockShox Ow-30 suspension fluid into the non-drive side lower leg.

NOTICE

Do not exceed the recommended fluid volume per leg as this can damage the fork. Do not let fluid fill the rebound shaft.



5 Slide the lower leg assembly along the upper tubes until it stops and the spring and damper shafts are visible through the lower leg bolt holes.

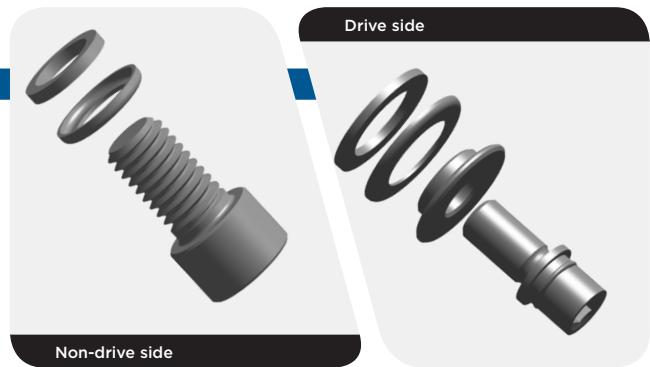
Use a rag to clean the outer surface of the lower leg.



6 Install a new crush washer retainer and crush washer on the non-drive side and drive side bottom bolts.

NOTICE

Dirty or damaged crush washers can cause leaks.



7 Thread the black bottom bolt into the non-drive side shaft of the lower leg. Thread the bottom bolt with the large washer, crush washer retainer and crush washer into the drive side shaft of the lower leg.

Use a torque wrench with a 5 mm hex bit socket to tighten the bolts to 7.3 N·m (65 in-lb).



8 Install the rebound adjuster knob onto the drive side bottom bolt.



9 Spray isopropyl alcohol on the entire fork and clean it with a rag.

Fork Installation

1 Slide each upper tube through the lower crown. Leave enough clearance between the upper tube and the upper crown to install the frame bumpers. Use a 4 mm hex wrench to tighten one of the lower crown bolts to temporarily hold the tubes in place while you install the bumper.



2 Spray isopropyl alcohol or water on the inner surfaces of each frame bumper and upper tube. Reinstall the frame bumpers onto the upper tubes.



3 Push and twist the upper tubes through the upper crown until both upper tubes extend past the top of the upper crown by an equal amount and at least 2 mm.

Measure the distance from the top of the upper tube to the top of the lower crown. This distance must be 156 mm (+/- 2 mm).



4 Align the BoXXer™ logo on the drive side upper tube with the RockShox® logo on the lower leg.



5 Use a torque wrench with a 4 mm hex bit socket to tighten the top bolt on the lower crown to 5 N·m (44 in-lb). Use a 4 mm hex bit socket to tighten the bottom bolt on the lower crown to 5 N·m (44 in-lb). Tighten the top bolt to torque once more, and then tighten the bottom to torque again.

Repeat this tightening procedure for the bolts on the other side of the lower crown.



6 Use a torque wrench with a 4 mm hex bit socket to tighten the two upper crown pinch bolts to 5 N·m (44 in-lb).



27.5" fork: Use a 2.5 mm hex wrench to install the brake hose in the hose brace on the fork arch.

26.5" fork: Use a cable tie to connect the brake hose to the fork arch.

Install the brake caliper according to the brake manufacturer's instructions.



7 Position the front wheel in the lower leg dropouts so the hub is seated in the dropouts.

NOTICE

Verify no parts interfere with the lower leg. Consult your brake manufacturer's instructions if you need to adjust your disc brakes.



8 Install the threaded end of the Maxle Lite DH™ through the drive side of the hub until it engages the threads of the lower leg dropout.

Use a torque wrench with a 6 mm hex bit socket to tighten the drive side axle bolt to 5.7 N·m (50 in-lb).



6 mm

5.7 N·m (50 in-lb)

9 Use a torque wrench with a 6 mm hex bit socket to tighten the non-drive side axle bolt until you hear or feel 8 clicks or reach a torque value of 3.4 N·m (30 in-lb).



6 mm

8 clicks or 3.4 N·m (30 in-lb)

10 Refer to your pre-service recorded settings to adjust the rebound and compression settings on the fork.



11 Spray isopropyl alcohol on the entire fork and clean it with a rag.



This concludes the service for RockShox® BoXXer™ front suspension forks.

